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1		THE HONORABLE ROBERT S. LASNIK
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8	UNITED STATES	
9	WESTERN DISTRICT OF WASHINGTON AT SEATTLE	
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11)	Case No. 2:21-cv-00750-RSL
12	KAELI GARNER, et al.,	PLAINTIFFS' MOTION TO COMPEL
13	Plaintiffs,	DEFENDANTS TO SEARCH FOR AND PRODUCE RESPONSIVE DOCUMENTS
14	v.)	
15	AMAZON.COM, INC., a Delaware Corporation, and AMAZON.COM SERVICES)	NOTE ON MOTION CALENDAR: October 7, 2022
16	LLC, a Delaware Limited Liability Company,	
17	Defendants.	
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	PLAINTIFFS' MOTION TO COMPEL Case No.: 2:21-cv-00750-RSL	BYRNES • KELLER • CROMWELL LLP 38TH FLOOR 1000 SECOND AVENUE

SEATTLE, WASHINGTON 98104 (206) 622-2000

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Plaintiffs respectfully move the Court pursuant to Federal Rule of Civil Procedure 37 and Washington Local Civil Rule 37(a) to compel Defendants to apply a compromise set of search terms and custodians for discovery of electronically stored information ("ESI") that both Parties, not just Defendants, propose utilizing.¹

I. INTRODUCTION

Parties to civil litigation are expected to collaborate in good faith, and "cooperate with each other . . . to facilitate the exchange of discoverable information, and to reduce the costs of discovery." W.D. Wash. LCR 26(f). This case is well into its second year, and the discovery deadline is fast approaching. Yet, discovery of the Defendants has barely moved forward because of Defendants' foot dragging, and in many cases, their complete refusal to comply with their most basic discovery obligations.

Plaintiffs allege that millions of Americans were illegally wiretapped by Defendants and bring civil claims for damages under the laws of Washington and six other states. By way of example only, Plaintiffs' proposed nationwide sub-class under Washington law seeks actual or liquidated damages, computed in accordance with the statute, on behalf of all Americans — whether Amazon customers or not — whose private communications were illegally recorded by Alexa-enabled devices. Given that Alexa-enabled devices exist in over fifty million households around the country, statutory, liquidated, or other damages are likely to exceed many hundreds of millions of dollars, and probably will exceed one billion dollars if Plaintiffs prevail at trial.

¹ Plaintiffs have conferred in good faith with Defendants on this dispute. The Parties telephonically met and conferred to discuss search terms and Defendants' responses to Plaintiffs' document requests on July 5, 2022, July 22, 2022, and September 2, 2022. The participants on the calls included Guillaume Buell, Derick Cividini, Alexander Cohen, and Danielle Izzo for Plaintiffs and Armen Nercessian, Samuel Sahagian, and Garner Kropp for Defendants. In addition, the Parties exchanged correspondence on these issues on May 24, 2022, June 8, 2022, June 15, 2022, June 28, 2022, July 5, 2022, July 7, 2022, July 13, 2022, July 19, 2022, July 24, 2022, July 25, 2022, August 1, 2022, August 23, 2022, September 2, 2022, and September 9, 2022.

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Plaintiffs have proposed 38 search term strings that are narrowly-tailored to yield documentary evidence relevant to their claims. *See* Declaration of Guillaume Buell ("Buell Decl.") Ex. B. Unfortunately, Defendants have repeatedly taken difficult and unreasonable positions, refusing to meaningfully even negotiate any of Plaintiffs' five rounds of compromise proposals, which Plaintiffs narrowed the scope of at each turn. The search terms for this important case cannot be narrowed further without risking prejudice to Plaintiffs and the Class in the discovery process.

Defendants' position is incompatible with their obligations under the discovery rules. Defendants' burden objections — which are the bases of most of the disputes in this motion to compel — should be overruled because the discovery Plaintiffs seek is directly proportional to the needs of the case. The proportionality and burden considerations the Court should consider include that this is a nationwide class action case involving fundamental privacy interests seeking one billion dollars or more in damages, and the Defendants' resources. Defendant Amazon.com reported earnings of over \$33 billion last year, with revenue exceeding \$469 billion. Its claims of burden ring hollow — especially when part of that revenue came from the very services at issue in this litigation.² Its efforts to resist reviewing a few million documents in this nationwide class action on the basis that such an effort is too burdensome should be rejected.

II. LEGAL STANDARDS

A party may only resist the discovery of electronically stored information from sources that the party identifies as not reasonably accessible because of undue burden or cost. *See McNearney v. Wash. Dep't of Corr.*, 2012 WL 3155099, at *6 (W.D. Wash. Aug. 2, 2012). The party from whom discovery is sought must show that the information is not reasonably accessible because of undue burden or cost. *Id.* Here, in assessing whether Plaintiffs' compromise list of search terms and custodians are proportional to the needs of the case, the Court must consider the

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²⁶ See Amazon Form 10-K for Fiscal Year Ended December 31, 2021, available at https://www.sec.gov/Archives/edgar/data/1018724/000101872422000005/amzn-20211231.htm.

importance of the issues at stake in the action, the amount in controversy, the parties' relative 2 access to relevant information, the parties' resources, the importance of the discovery in resolving 3

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the issues, and whether burden or expense of the proposed discovery outweighs its likely benefit. See Fed. R. Civ. Proc. 26(b)(1).

A party objecting to the production of ESI must demonstrate that "conducting a thorough search for responsive ESI would pose an undue burden or cost." McNearney, 2012 WL 3155099, at *6. Production of ESI typically occurs in two phases: "one based on gathering reasonably accessible relevant documents and a broader search of all databases that could contain relevant information using search terms." Benanav v. Healthy Paws Pet Ins. LLC, No. C20-00421-LK, 2022 WL 3587982, at *3 (W.D. Wash. Aug. 22, 2022) (quoting Albert v. Lab. Corp. of Am., 536 F. Supp. 3d 798, 801 (W.D. Wash. 2020)). "The fact that production of documents will be time consuming and expensive is not ordinarily a sufficient reason to refuse to produce material if the requested material is relevant and necessary to the discovery of admissible evidence." Docklight Brands Inc. v. Tilray Inc., 2022 WL 4080683, at *3 (W.D. Wash. Sept. 6, 2022).

III. ARGUMENT

A. Amazon should implement the search terms Plaintiffs proposed.

Defendants first proposed bare-bones search terms for this case on May 24, 2022. See Buell Decl. Ex. J. On June 8, 2022, Plaintiffs proposed additional search terms that, for the first set of custodians Defendants proposed, returned a total of 952,022 documents for review. Buell Decl. Ex. H. Defendants objected that Plaintiffs' proposed search terms were too burdensome. Buell Decl. Ex. I. Defendants initially insisted on limiting search terms to just a handful of custodians Defendants unilaterally self-selected, severely limiting the searches for relevant materials.

In an effort to reach a compromise, over the next ten weeks, Plaintiffs made five additional compromise offers, each time reducing the number of documents retrieved significantly. Each time, Defendants categorically rejected Plaintiffs' compromises, declared that Plaintiffs' search terms were too broad, and made little or no effort to even negotiate. On August 23, 2022, Plaintiffs

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sent their *fifth* compromise offer to Defendants. Buell Declaration Ex. B. Defendants rejected it too. Ex. E. The Parties have now reached an impasse on search terms. Thus, Plaintiffs ask the Court to compel Defendants to apply the most recent compromise offer of search terms Plaintiffs proposed, which are attached as Exhibit B to the Buell Declaration.

Resolving this dispute over search terms will also likely resolve a number of related, pending disputes over Defendants' other objections to Plaintiffs' document requests. Plaintiffs believe that if the Court grants this motion to compel in full (compelling the use of Plaintiffs' additional search terms and custodians on top of those Defendants proposed), many of the other issues the Parties have been wrangling over should then resolve themselves.

B. The search terms Plaintiffs proposed in their final compromise offer are narrowly tailored, appropriate to the needs of the case, and do not impose an undue burden on Defendants.

The fifth, and final, ESI search term compromise that Plaintiffs proposed on August 23, 2022, is attached as Exhibit B to the Buell Declaration. Plaintiffs' proposed search terms include:

- ((user* OR buyer OR customer OR consumer OR purchaser OR shopper OR client OR *register* OR speaker OR child* OR minor) W/5 (consen* OR agree* OR permit* OR permission OR approv* OR assent* OR *authori* OR allow* OR comply OR complian* OR subscrib* OR understand* OR transparen* OR grant OR yes)) AND (Alexa OR Echo OR record* OR message* OR communicat* OR voice* OR audio* OR speech OR transcript*)
- (review* OR analy* OR listen OR human OR manual*) W/5 (record* OR message* OR communicat* OR voice* OR audio* OR speech OR transcript* OR statement OR utterance OR exchange* OR request* OR interact* OR transfer* OR transmission OR content* OR input* OR history OR profile OR interpret* OR transcri* OR evaluat* review* OR listen*)
- (awoke OR wake*) W/25 (mistak* OR false OR misunderst* OR uninten* OR early OR prematur* OR error OR fault OR confus* OR misinterpret OR misconstrue OR *noise* OR complaint OR investigat* OR exam* OR probe OR inquir*)

See Buell Decl. Ex. B. Each proposed search string was developed to capture documents Plaintiffs will need in order to establish their claims at trial. Plaintiffs provided Defendants with an explanation of why each proposed search term was necessary and relevant in July 2022. See

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Exhibit A to the Buell Declaration.³ As noted *supra*, during the course of ten weeks of negotiations over this issue, Plaintiffs made *five rounds of cuts* to their proposed search terms. Each time, Defendants simply rejected Plaintiffs' proposal, and did not even make a counteroffer beyond their first, bare-bones offer.

Instead, Defendants repeatedly asserted that Plaintiffs' proposed search terms were just too burdensome because the number of documents returned were supposedly too high. Amazon cites to Washington's model ESI order, which presumes overbreadth if a term returns more than 400 unique documents. While this may be appropriate guidance in some much smaller cases, it is not intended for complex class action cases such as this case. As Defendants admit, the Parties agreed not to adopt this term, instead agreed to "cooperate in good faith to reach agreement on a final set of search terms or queries to collect and produce relevant and responsive ESI." ECF No. 89 at § (c)(2)(a)(ii).

In complex nationwide class actions, it is common—rather than unduly burdensome—for a corporate defendant to review millions of documents in discovery. *See, e.g., Edwards v. McDermott Int'l, Inc.*, 2022 WL 1568279 (S.D. Tex. May 18, 2022) (adopting search terms proposed by plaintiffs that yielded over one million documents after Rule 26(b)(1) analysis); *In re Wilmington Tr. Sec. Litig.*, 2018 WL 6046452, at *5 (D. Del. Nov. 19, 2018) (13 million documents produced); *In re Take Two Interactive Sec. Litig.*, 2010 WL 11613684, at *3 (S.D.N.Y. June 29, 2010) (1.4 million documents produced). Thus, the importance of the discovery sought in resolving the issues also weighs in favor of the search terms Plaintiffs propose.

Here too, Plaintiffs' proposed search terms yield results proportional to the needs of this case. Plaintiffs allege violations of the Washington Consumer Protection Act, and state and federal

³ While the July 5, 2022 proposal referred to an earlier, broader set of search terms, the concepts each string of search terms relates to remains the same. *Compare* Buell Decl. Ex. H *with* Buell Decl. Ex. B. Plaintiffs' compromise offers have substantially shortened each proposed search string rather than eliminating any outright, since they were appropriate to the needs of the case when originally proposed.

wiretapping laws of six other states by one of the largest corporations in the world. *See* Wash. Rev. Code § 19.86 *et seq.* These are important issues that broadly impact consumers nationally and the millions of people who live with those consumers. Plaintiffs' claims allow for statutory damages of between \$100 per day per class member to \$1,000 per day per class member. *See* Wash. Rev. Code § 9.73.030; Fla. Stat. § 934.03; N.H. Rev. Stat. § 570-A:2; Mass. Gen. Laws Ch. 272 § 99; Cal. Penal Code § 631; Cal. Penal Code § 632; Md. Code Ann., Cts. & Jud. Proc. § 10-402; 18 Pa. Cons. Stat. § 5703; 720 Ill. Comp. Stat. § 5/14-2; Mich. Comp. Laws § 750.539c. Given the number of Americans in homes with Alexa devices, the damages Plaintiffs will seek at trial likely will exceed hundreds of millions of dollars. The amount in controversy weighs in favor of proportionality. *See Edwards*, 2022 WL 1568279 at *3 ("The large amount Plaintiffs are seeking to recover (more than \$1 billion in damages) weighs heavily in favor of allowing the sought-after discovery."). Finally, the burden of the proposed discovery is appropriate.

The documents requested consist of electronic documents in Amazon's exclusive control. "Because Defendants have complete and exclusive control over [Amazon's] electronic platforms, Plaintiffs have no way of obtaining such information other than from Defendants through the discovery process. This factor also weighs in favor of the proportionality of the sought-after discovery." *Id.* Finally, Amazon's resources are not a constraint given its financial heft.

C. Amazon must include ESI custodians Plaintiffs proposed.

The Parties are also at an impasse as to which current and former Amazon employees' ESI should be collected and searched as part of Defendants' discovery obligation.

On May 9, 2022, Defendants disclosed a list of *just six* ESI custodians they claim have discoverable information to the litigation. Ex. C. Due to Defendants' refusal to meaningfully

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⁴ For example, one study suggests that in March 2019, there were more than 50 million Alexa devices in the U.S. alone. *See* Greg Sterling, *Alexa devices maintain 70% market share in U.S. according to survey*, MARTECH (Aug. 9, 2019), https://martech.org/alexa-devices-maintain-70-market-share-in-u-s-according-to-survey/.

engage in discovery, Plaintiffs were left in the dark for months about what additional current and former Amazon employees should be ESI custodians. With the benefit of the discovery Amazon has produced, in concert with Plaintiffs' own investigation of publicly-available information, Plaintiffs on August 29, 2022 proposed an additional 30 custodians. See Buell Decl. Ex. D (correspondence to Defendants listing proposed custodians and their relevance). Plaintiffs' proposed additional 30 custodians held senior positions in or previously managed various aspects of Amazon's Alexa sector, including security, technology, voice, and privacy practices and thus are relevant to Plaintiffs' claims. They include persons Amazon listed on its Initial Disclosures as well as other important senior Amazon employees who have significant responsibilities regarding Alexa. Defendants have failed to show otherwise, and their untimeliness argument is without merit, particularly at this stage of discovery negotiations. See In re 3M Combat Arms Earplug Prod. Liab. Litig., 2020 WL 3100016, at *1-4 (N.D. Fla. June 11, 2020) (compelling production of documents from relevant custodians despite Defendant's argument that Plaintiffs' designation of additional custodians was "untimely"); Cf. Lambda Labs, Inc. v. Lambda, Inc., 2021 WL 1176672, at *2 (N.D. Cal. Mar. 29, 2021) (barring request for additional custodians after the close of discovery).

Defendants outright rejected Plaintiffs' proposal, calling it untimely and vaguely suggesting it would render the Parties' negotiations over other discovery issues "meaningless." Buell Decl. Ex. E. This nonsensical objection lays bare the fact that in this massively complex class action about illegal wiretapping of millions of Americans by Amazon, it is obvious that more than six ESI custodians will be necessary. In complex class actions, it is routine for there to be dozens or more ESI custodians. *See, e.g., City of Sterling Heights Gen. Emp. Ret. Sys. v. Prudential Fin., Inc.*, 2015 WL 5055241, at *4 (D.N.J. Aug. 21, 2015) (allowing ten additional custodians, bringing the total number to seventy-six custodians); *In re Am. Int'l Grp., Inc. Sec. Litig.*, 2008 WL 2795141, at *2 (S.D.N.Y. July 18, 2008) (discovery included "more than 400 different

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custodians"); In re Pfizer Inc. Sec. Litg., 288 F.R.D. 297, 305 (S.D.N.Y. 2013) (discovery included 94 custodians).

The ESI Order acknowledges that discovery is an iterative process, and allows for additional searches and queries as information becomes available, and requires the parties to "cooperate in good faith to reach agreement on any additional search terms or queries." See ECF No. 89 at § (c)(2)(b). Yet here, Defendants refused to consider Plaintiffs' proposal, refused to provide a counter proposal, and refused to engage in meaningful discussion on the subject, ignoring Plaintiffs' request to confer on the issue if necessary. See Buell Decl. Ex. E.

Defendants' unreasonable positions are evidenced by their refusal to consider individuals they themselves acknowledged as relevant.⁵ For example, Plaintiffs proposed adding Anne Toth, Amazon's Director of Alexa Trust, as an ESI custodian. Defendants refused, despite the fact that Defendants themselves listed Ms. Toth in their Initial Disclosures as an individual likely to have discoverable information regarding "Amazon's privacy policies for handling of Alexa-related data, including data from 'false wakes.'" See Buell Decl. Ex. F.

Accordingly, Plaintiffs respectfully request the Court compel Defendants to include as ESI custodians the 30 additional persons Plaintiffs proposed.

IV. **CONCLUSION**

Plaintiffs request that the Court grant this motion and compel Defendants to employ the ESI search terms Plaintiffs most recently offered that are attached as Exhibit B to the Buell Declaration, for the reasons set forth herein.

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Alexa interactions."

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Interrogatories as "additional persons with knowledge about use of recordings or audio files of Byrnes • Keller • Cromwell Llp

⁵ Defendants failed to counter-propose or initially suggest Bjorn Hoffmeister, Mat Hans, Roland

Maas, or Rohit Ghatol, individuals they themselves have identified in response to Plaintiffs'

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